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Company: USPTO

From: Wendy W. Koba

Attention: Examiner P. Lee

Pages including cover sheet: 19

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Date: January 27, 2004

Re: Serial No. 09/649,974

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Case Name: Buffalo et al. 1999-0699

Serial Number: 09/649,974

Filing Date: August 29, 2000

Group Art Unit: 2154

Examiner: P. Lee

Title: Customer Service Maintenance Automation

In response to a non-final office action dated November 27, 2003 attached please find the following documents:

1. Transmittal Form (1 page)
2. Certificate of Facsimile Transmissslon under 37 CFR 1.8 (1 page)
3. Revocation of Associate Power and Appointment of New Associate Attorney (1 page)
4. Claims As Amended (1 page)
5. Amendment (15 pages)

Respectfully submitted,

*Wendy W. Koba*  
Wendy W. Koba, Esq.

PTO/SB/97 (08-03)

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Revocation of Associate Power and Appointment of  
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